



DATE: November 23, 2015
TO: Cathy Danahy, NSRB Executive Director
FROM: Brent Hoffman, NI President/ Nebraska.gov General Manager
SUBJECT: Nebraska.gov Service Outage 11/07/2015

Ms. Danahy,

This memo is to serve as a formal request for relief from Performance based on what we believe to be a Force Majeure Event that affected Nebraska.gov services Saturday November 7th, 2015 thru Sunday November 8th, 2015.

[Executive Summary](#)

On Saturday November 7th, 2015 at approximately 2:11 PM CST, the State experienced a network event at their Lincoln Data Center. This network event affected all State systems, internal and external, consequently affecting functionality of all our State online services. Many of our State online services rely on state data or a state connection to provide information being requested by the public. Services impacted include but are not limited to: All business subscriber services such as, Electronic Court Filing, Uniform Commercial Code (UCC), and Driver History Records and Instant Access services, such as Motor Vehicle Renewals, Voter Registration and Court Citation Payments. All of these services and many more were unavailable during most of this event.

All of the Nebraska Interactive and NIC-affiliate services such as TPE, PayPort, NebPay and state agency websites hosted by Nebraska Interactive were up and operational during this outage because they do not rely on state data or state connection to operate.

Nebraska Interactive was able to report our loss of functionality to the OCIO helpdesk at the start of the event on 11/7/2015. It was not until 11/8/2015 or 24 hours later, when we received the official notification from the state of the critical nature of this event. Our project managers managed to work through all the applications to evaluate their operational condition and make appropriate contacts with partners. I made direct notifications to appropriate partner IT



contacts. I later followed up with those contacts with a status assessment of their services, so we were prepared to address any potential issues Monday morning. We communicated with our users, by displaying messages they may run into technical difficulties when using an application.

As a result of this incident, Nebraska Interactive has been involved in post-mortem activities in cooperation with Office of the CIO (OCIO). I believe the OCIO is committed to implementing short and long term improvement opportunities through their people, process, and technology. While future Network events are not 100% preventable, the OCIO is taking the appropriate steps to begin mitigating potential future events.

Impact

Nebraska Interactive operates on a completely separate network by design, which was fully operational during this event. Since the State's network is not owned or operated by Nebraska Interactive we have been unable to directly monitor the network to determine the exact up and down time of individual State network services. We are able to send "synthetic" transactions from our applications, which awaits a response from the State host. This is affective in determining a connection to a server, it cannot not discern the server functionality is available for retrieval of data. However, we can make some reasonable assertions of the impact based upon the service transactions of high volume services. The following services have enough volume during weekend hours for us to reasonably determine some timelines for the loss of functionality.

Motor Vehicle Renewal the last recorded transaction was on 11/7/2015 at 2:12 PM CST. The next renewal was not received until 11/8/2015 at 12:01 AM CST for a total of 9 hours and 49 minutes.

Court citation Payment the last recorded transaction was on 11/7/2015 at 2:11 PM CST. The next citation payment was not received until 11/7/2015 at 8:59 PM for a total of 6 hours and 48 minutes.



Driver's License Renewal the last recorded transaction was on 11/07/2015 at 2:15 PM CST. The next Driver License renewal was not received until 11/08/2015 at 08:19 AM for a total of 18 hours and 4 minutes.

Monitoring transactions does not mean other services did or did not lose functionality, only that there is not enough transactional volume to for us to determine the loss of service functionality.

Cause

The network event occurred due to circumstances outside the control of Nebraska Interactive and the NIC-Affiliate, therefore we are unable to determine a root cause.

Improvement Strategies

The OCIO is evaluating opportunities for improvement for positive outcomes. Nebraska Interactive being directly involved with the post-mortem activities of the OCIO is one example of their efforts. During these activities together, we identified areas Nebraska Interactive can assist the state in improving external communications, notifications, areas of involvement in response team activities and responsibilities.

I appreciate your thoughtful consideration of our request for relief of performance and I thank you again for your partnership.

A handwritten signature in black ink, appearing to read 'Brent A Hoffman', with a long horizontal flourish extending to the right.

Brent A Hoffman